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JOINT TASK FORCE TRAINING

May 5, 2005 MAY -5 P 2:50

AZ CORP COMMISSION
DOCUMENT CONTROL
Mr. Brian Bozzo
Manager, Compliance and Enforcement
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Arizona Corporation Commission

DOCKETED

MAY 05 2005

Re: Compliance with Decision No. 63487
T-01051B - 99-0105

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Dear Mr. Bozzo:

Qwest and the CWA jointly submit this final report which demonstrates full compliance with the requirement of Decision No. 63487 ("the Decision") for Qwest to provide an additional \$5.0 M in training to its Arizona employees. This report summarizes all of the training offered in prior years by the joint company/union board (The Board) and also provides updated information concerning additional training offered by the Board since the filing of its last report on April 15, 2004. Since its inception, the Board established to administer this program has provided the following training programs to Qwest's Arizona employees:

1 - **Network Technician Training - Phase I.** An overview of this training program was provided in prior compliance reports provided to the Commission. This 5-day class consisted of the following components:

- | | |
|--|--------|
| - Basic AC/DC theory as it is applied to telephone service | 1 day |
| - Meter fundamentals for Tempo Sidekick T&N and 7B | 1 day |
| - Meter fundamentals for 3M 965 TD and DSP | 3 days |

Qwest completed Phase I training for approximately 1100 network technicians throughout the state during 2002 and early 2003. The training facilitators for this course were selected directly by the CWA. These facilitators had substantial input to the course development and content, and also implemented additional improvements suggested by technicians during the course of the training. The company's network technicians were also used to construct training laboratories in Tucson, Yuma, Flagstaff and at 2 locations in Phoenix to facilitate the training. Expenditures for this program totaled \$1,540,352.

2 - **Network Technician Training - Phase II.** During the course of the Phase I training program numerous suggestions were received on additional areas of training that would further enhance the skills of the Company's network technicians. Based on these suggestions, a recommendation was made to the Board to develop a Phase II training program for network technicians encompassing the following areas:

- Testing tools – 5 point test, MLT, DATU, FAST, Cable Print Fundamentals 1 day
- Carrier Fundamentals – Pair Gain, SLC, IPG/LPG, PGL, UDC, SLC/UDC, XDSL 3 days
- Miscellaneous – Structured Wiring, LNP, LST, OCTEL, WAFADO, Product Awareness 1 day

This revised course was offered beginning in 2003. As with Phase I, the course content for Phase II was developed based on input from the network technicians. A copy of the course curriculum for Phase II was provided in the 2003 compliance report. A total of 521 employees completed this course at a cost of \$1,640,224.

3. Network Technician Training – Phase III. The Phase II training class was revised in early 2004 to add a module for the TechTAD meter for the Phoenix technicians and to eliminate several lesser needed modules in order to make more lab time available. The Tech-Tad module was not included in the training for the Tucson and Out-state technicians because they did not use this type of equipment. The revised one week training class addressed AC/DC Theory, Ohms Law, Meter Fundamentals for Tempo Sidekick and Harris TechTAD (Phoenix only), 5 Point Test, Line Station Transfer, Local Number Portability, Pair Gain Systems, UDC, DSL, VDSL, FAST-MLT, DATU/DATU EXP, Smart Pro, Cable Prints, and Technician Resources. In addition, the labs for this training were upgraded to provide the ability to simulate multiple simultaneous troubles and to adapt to a particular technician's abilities. A copy of the Phase III course curriculum was provided in the 2004 compliance report. In total, 250 network technicians received this Phase III training at a total expenditure of \$809,655.

4 - Central Office Technician Training. Beginning in 2003, the Board also approved training for Central Office Technicians (COTs) to become certified for either the DMS 100 or ESS switch, depending on their job assignment. This training was beyond the normal training received by COTs and not only enhanced their qualifications to work on these switches, but also their credentials for future job considerations. Ultimately, training was provided to 51 COTs through this program. Expenses associated with this training totaled \$435,653.

5- A+ Training. During 2004 an opportunity was identified by the CWA to provide training that was currently only available at the employee's own expense that would assist the company's network technicians to become better qualified to work as DSL technicians. The A+ training course, which is a prerequisite for employees to take the DSL certification exam, was made available through the Board to a total of 32 company network technicians at a cost of \$209,967 during 2004.


6- Splicing II Training. A 2-week long Splicing II class was offered during the first quarter of 2005 to 8 outstate employees who received advanced training in skills that are not part of the basic splicing class included in the Company's standard training curriculum for network technicians. The cost associated with this training was \$35,904.

7- **Force Reduction Training.** At the request of the CWA, the Board authorized training for 28 employees who were either facing a layoff or whose assignment was coming to an end during 2004. This training was intended to enhance the skill sets of these employees and to improve their qualifications for other jobs within the company. Depending on their existing skill sets, the employees received training in areas such as Basic Installation and Maintenance, VDSL Installation and Maintenance, Circuit Provisioning, Working Aloft, Test Set Metering skills and Customer Care. A total of \$391,680 was spent on this training.

The above programs represent \$5.06 million in additional training that was provided to nearly 2,000 Arizona employees over the past 4 years through the joint efforts of the CWA and Qwest. Notwithstanding the challenges associated with taking employees off line, the Company, with the support of the CWA, was able to provide this training and still make improvements to its service quality results as compared to what it was prior to Decision No. 63487.

Please let me know if you wish to discuss this information, or if you have any further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "David Quesada", with a long horizontal flourish extending to the right.

For the Board

Attachment

cc: Docket Control